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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/386,787	08/31/1999	THIRU SRINIVASAN	1539-(42059-	1797

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MARSH, FISCHMANN & BREYFOGLE LLP
3151 SOUTH VAUGHN WAY
SUITE 411
AURORA, CO 80014

EXAMINER

HO, CHUONG T

ART UNIT

PAPER NUMBER

2153

DATE MAILED: 03/13/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

NM

Office Action Summary

Application No.
09/386,787Applicant(s)
Thiru SrinivasanExaminer
HoArt Unit
2153

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE three MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136 (a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on _____.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-27 is/are pending in the application.
- 4a) Of the above, claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-27 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claims _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are objected to by the Examiner.
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. § 119

- 13) ☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d).
- a) ☐ All b) ☐ Some* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- *See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).

Attachment(s)

- 15) ☒ Notice of References Cited (PTO-892) 18) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 16) ☒ Notice of Draftsperson's Patent Drawing Review (PTO-948) 19) ☐ Notice of Informal Patent Application (PTO-152)
- 17) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____ 20) ☐ Other:

Art Unit: 2153

DETAILED ACTION

Claim Objections

1. Claim 12 is objected to under 37 CFR 1.75(c), as being of improper dependent form for failing to further limit the subject matter of a previous claim. Applicant is required to cancel the claim(s), or amend the claim(s) to place the claim(s) in proper dependent form, or rewrite the claim(s) in independent form. .

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Beck et al. (U.S. Patent No. 6,212,178 B1) in view of Robert et al. (U.S. Patent No. 6,295,551 B1).

In the claim 1, Beck et al. teaches an enterprise-hosted multimedia telecommunication center is provided, comprising a client-facing media processing layer for receiving client-initiated (user) transaction request and linking clients and enterprise resources by a plurality of media types; a processing layer for processing client transaction request to establish client communication according to enterprise rules; and a cold-contact principal media interactive interface (see col. 4, lines 35-67); comprising:

Art Unit: 2153

- ◆ a user interface through which users may establish a connection with the system through user of a personal computer (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35);
- ◆ a agent interface through which agents may establish a connection with the system through a personal computer (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35);
- ◆ A central processor which provides for establishing a line of communication between the users and the agent based on a mode (type of media) of communication selected by the user (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35).

Beck, however, does not teach a user memory which includes personal information for the user that have established a line of communication, where the central processor retrieves the user information when a connection is detected.

Robert et al. teaches a call center system allows a representative (agent) and a user to jointly browse World Wide Web content while simultaneously conducting a voice conversation over either a circuit switched or packet switched network. A user may initiate a joint browsing, or synchronous collaboration, session by accessing a web page associated with the call center (see

Art Unit: 2153

abstract). This implementation, among other things, enables the server 20 to extract from the user computer 12 attributes of the user computer 12 (personal information) where the attributes can include items such as the user computer's e-mail address, the user computer's history of links on the network 16, and the user computer's specification, among other items (see col.9, lines 20-23); comprising:

- ◆ a user memory which includes personal information for the user (the user computer 12) that have established a line of communication, wherein the central processor retrieves the user information when a connection is detected, and user information is presented to the agent (the second computer 24) with which a line of communication has been established (see col.9, lines 19-23);
- ◆ a queue within which connections to the user (the user computer 12) may directed when a first predetermined condition (unavailable of an agent) is detected by the processor, and which may be connected with an agent (the second computer 24) when a second predetermined condition (the agent becoming available to receive the connection stored in the queue) is met (see col. 5, lines 20-36, col.14, lines 65-67, col.15, lines 1-30).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the Beck's system with the teaching of Robert so as to enable the Beck's system to include personal information into a user memory so as to respond intelligently and efficiently to customer problems.

Art Unit: 2153

4. In the claim 2, Beck et al. teaches the mode of communication include at least one of: audio communication, video communication, and data communication (see col. 4, lines 35-67).
5. In the claim 3, Beck et al. teaches the user interface provides a connection to a data network and the user establish a connection through the interface using a web browser (see col.4, lines 35-67).
6. In the claim 4, Beck et al. teaches the data network is the Internet (see col.4, lines 35-67).
7. In the claim 5, Beck et al. teaches the user interface provides for connections established over a Public Switched Telephone (see figure 1).
8. In the claim 6, Beck et al. teaches the system is incorporated in a network server (see figure 1).
9. In the claim 7, Beck et al. teaches agent interface provides for connections established over a Local Area Network (LAN) (see figure 1).
10. In the claim 8, Robert et al. teaches the first predetermined condition is unavailability of an agent, and the second predetermined condition is the agent becoming available to receive the connection stored in the queue (see col. 5, lines 20-36, col.14, lines 65-67, col.15, lines 1-30).
11. In the claim 9, Robert et al. teaches the system further includes and agent monitoring module through which the agents may log into the system and amend status information (see col. 5, lines 20-36, col.14, lines 65-67, col.15, lines 1-30).

Art Unit: 2153

12. In the claim 10, Robert et al. teaches performance information may be accessed and viewed through use of the agent monitoring module (see col. 5, lines 20-36, col.14, lines 65-67, col.15, lines 1-30).

13. In the claim 11, Beck et al. teaches a first memory which includes user interface screen displays which are presented to the users that have established a connection through the user interface (see col.4, lines 35-67).

14. In the claim 12, Beck et al. teaches a second memory which includes agent interface screen displays which are presented to the agent that have established a connection through the agent interface (see col. 4, lines 35-67).

15. In the claim 13, Robert et al. teaches the status includes at least one of: agents currently active, identification information for connections in the queue, change of agent status (see col.14, lines 65-67, col.15, lines 1-30).

16. In the claims 14, 25, 26, Robert et al. teaches the system further includes a call back processing module which provides for the entry of call back information by the system user, and which periodically performs a search to locate relevant entries for which call back procedures are initiated (see col. 21, lines 25-45).

17. In the claim 15, Beck et al. teaches an enterprise-hosted multimedia telecommunication center is provided, comprising a client-facing media processing layer for receiving client-initiated (user) transaction request and linking clients and enterprise resources by a plurality of media types; a processing layer for processing client transaction request to establish client

Art Unit: 2153

communication according to enterprise rules; and a cold-contact principal media interactive interface (see col. 4, lines 35-67); comprising:

- ◆ detecting a connection established by at least one user through a user interface (col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35);
- ◆ displaying a first interactive screen graphic to the at least one user, wherein the interactive display graphic includes selections as to a desired mode of communication and provides for entry of selected information (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35);
- ◆ if an agent is available, providing the personal information to the agent through a second screen display and establishing the connection between the user and the agent according to the mode of communication chosen by the at least one user (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35).

Beck, however, does not teach a user memory which includes personal information for the user that have established a line of communication, where the central processor retrieves the user information when a connection is detected.

Robert et al. teaches a call center system allows a representative (agent) and a user to jointly browse World Wide Web content while simultaneously conducting a voice conversation

Art Unit: 2153

over either a circuit switched or packet switched network. A user may initiate a joint browsing, or synchronous collaboration, session by accessing a web page associated with the call center (see abstract). This implementation, among other things, enables the server 20 to extract from the user computer 12 attributes of the user computer 12 (personal information) where the attributes can include items such as the user computer's e-mail address, the user computer's history of links on the network 16, and the user computer's specification, among other items (see col.9, lines 20-23); comprising:

- ◆ a user memory which includes personal information for the user (the user computer 12) that have established a line of communication, wherein the central processor retrieves the user information when a connection is detected, and user information is presented to the agent (the second computer 24) with which a line of communication has been established (see col.9, lines 19-23);
- ◆ performing a search to determine if an agent is available to establish a connection with the at least one user (see col.14, lines 60-65, col.15, lines 1-30);
- ◆ if an agent is unavailable, placing the at least on user's connection in a queue until one of the agents become available (see col.14, lines 60-65, col.15, lines 1-30).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the Beck's system with the teaching of Robert so as to enable the Beck's system to include personal information into a user memory so as to respond intelligently and efficiently to customer problems.

Art Unit: 2153

18. In the claim 16, Robert et al. teaches a connection is placed in the queue, presenting a third interactive screen display which includes least one hypertext link to the at least on user, wherein a connection is established to a designated website when one of hypertext links is chosen (see col. 14, lines 60-67, col.15, lines 1-30).

19. In the claim 17, Beck et al. teaches the at least one user establishes a connection over a data network (see col. 4, lines 25-67).

20. In the claim 18, Beck et al. teaches the data network is the Internet (see figure 1).

21. In the claim 19, Beck et al. teaches the at least one user establishes a connection over the PSTN (see figure 1).

22. In the claim 20, Beck et al. teaches the connection to the agent are established over a Local Area Network (LAN)(see figure 1).

23. In the claim 21, Beck et al. teaches the mode of communication include at least one of: video, audio, and data (see col.4, lines 25-65).

24. In the claim 22, Robert et al. teaches the step of receiving change in status information from one of the agents, and changing the status of the agent accordingly (see col.14, lines 60-65, col.15, lines 1-30).

25. In the claims 23, 24, Robert et al. teaches the step of storing performance information for selected numbers of the agents and displaying the performance information up receipt of a valid request (see col.14, lines 65-67, col. 15, lines 1-30).

Art Unit: 2153

26. In the claim 27, Robert et al. teaches the step of presenting to the user an informational screen display containing personal data with regards to agent when the connection is established (see col.16, lines 25-30).

Conclusion

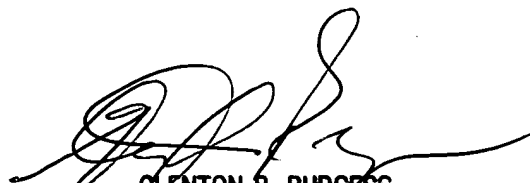
27. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chuong Ho whose telephone number is (703)306-4529. The examiner can normally be reached on Monday-Friday from 9am to 3pm.

28. If attempt to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Burgess, Glenton, can be reached on (703)305-4792.

Any inquiry of a general nature or relating to the status of this application or proceeding should be direct to the group receptionist whose telephone number is (703) 305-3900.

CH

Date 02-08-02


GLENTON B. BURGESS
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100